Manage Waitlist

Office of the Project Manager, Distributed Learning System

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⮥ **Class – Group of Learners taking a Course Iteration or Lesson.**

⮥ **Reservation – ATRRS term used to denote a seat being held against a name. Not used within ALMS.**

⮥ **Registration – Formal assignment of Learner to a Class and Course Iteration. Results in ATRRS registration messages being sent to ALMS for ATRRS managed course.**

⮥ **Enrollment – Learner has been accepted into Course or has had materials shipped (ACCP) or has begun accessing electronic learning materials.**

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Module IV – Manage Waitlist 2

Before getting further into the details of Waitlisting, let's quickly review some of the relevant terminology we may encounter.

Class: When working with Waitlists, we are really working with the composition of the Class, based on limitations imposed on it be the Lesson template or Lesson administrative information stored in the system.

Reservation: Although you won't see the term "reservation" used in ALMS screens, it is used by ATRRS to mean an approved Registration request. The ALMS does manage Instructor-led training at the seat level, which effectively does impose a reservation-like function to the registration process.

Registration: From the viewpoint of the ALMS, the messages it receives from ATRRS containing Learner and Course information at the iteration level constitute registrations of that Learner for that Course.

Enrollment: ATRRS requests that individual enrollment data be sent to it. This is accomplished in one of two ways:

1)   For Instructor-led training: The enrollment message to ATRRS is triggered when the instructor marks the first Lesson in the Course "Delivered" or complete.

2)   For Web-based training: The Learner triggers the enrollment message to ATRRS when he launches the first piece of Courseware associated with the Course offering.

High Level Processes
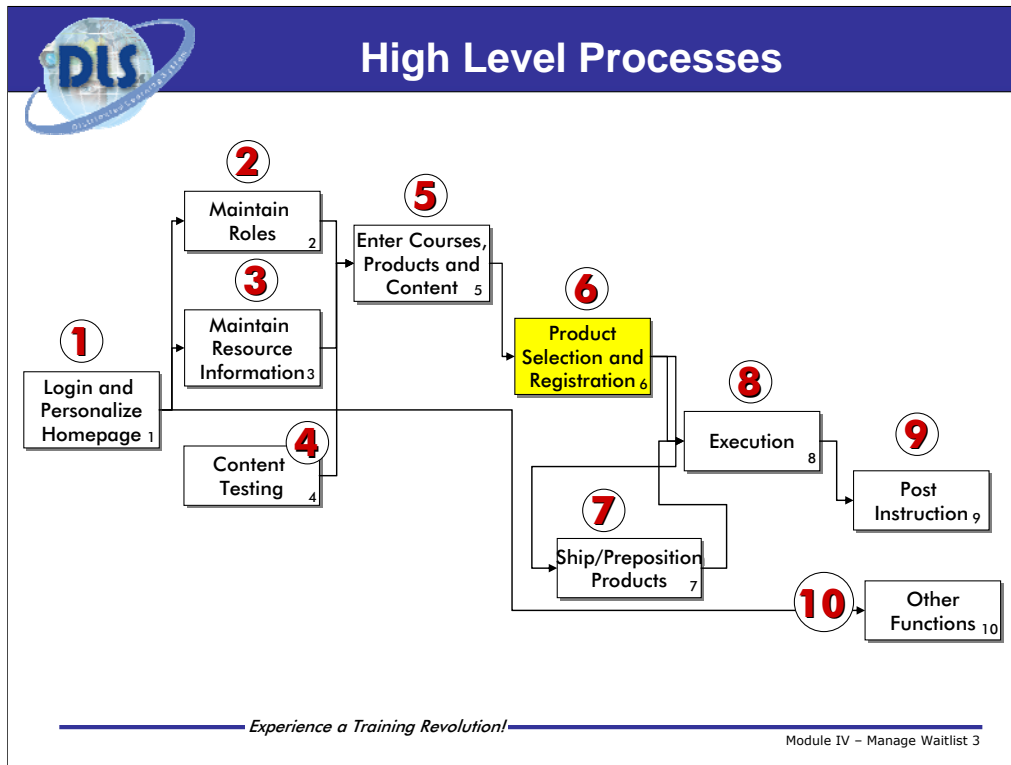
The management of Waitlists is performed during the 6th Major Process which is the first of the "Execution" Processes in the High Level diagram. It begins where Process 5 left off – with the establishment of a complete, scheduled Course in the Catalog - ready to have Learners signed up to take it.

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This is one of the first post-registration training management processes.

• It is an activity that is based on populated Lesson rosters.

• It involves decisions about class sizes made during either the Lesson template or the Lesson creation process.

• It also involves the dynamic procedures of moving individual Learners into and from Lesson Rosters and standing Waitlists established for Lessons.

6.1- Command Registered
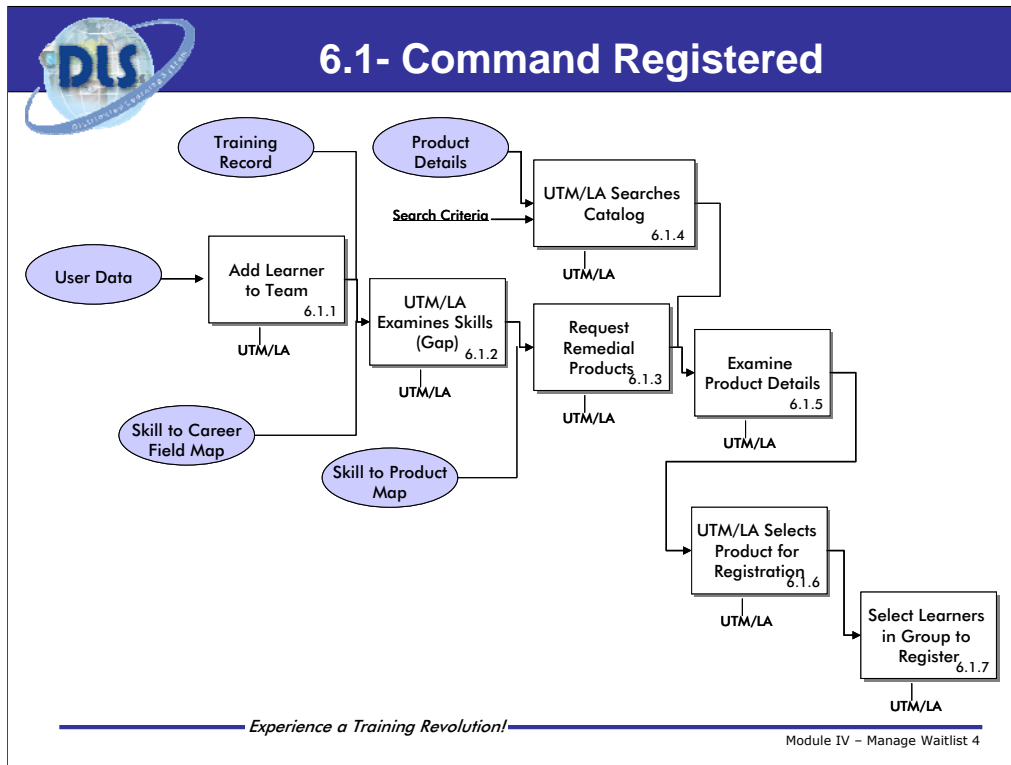
Process 6.1 involves the activities a Unit Training Manager performs on behalf of a designated subordinate.

He first establishes himself as the Learner's representative or proxy by adding himself to "My Team."

He can then look up his subordinate's training record and examine it to determine training deficiencies.

Next, he can locate the proper training Product to address the deficiencies and ultimately register a Learner individually or as part of a group of subordinates to take the training.

6.2 - Self-Registration

User Data

Training Record

Skill to Product Map

Add MOS/ Career Field
6.2.1

Career Field

L

Learner Examines Skills (Gap)
6.2.2

Skill to Career Field Map

L

Request Remedial Products
6.2.3

L

Examine Product Details
6.2.5

L

Learner Selects Product for Registration
6.2.6

L

Product Details

Learner Searches Catalog
6.2.4

Search Criteria

L

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In Process 6.2, (Self-Registration), the Learner can accomplish these tasks for himself.

He provides information about his training goal, determines what he needs to take by looking at his Skills gap with respect to that goal.

Based on that information, he can locate the proper training product to address his training deficiencies and ultimately register himself for the training.

6.4 - Common Registration

```
Select
Iteration (s)
        6.4.1
L/UTM/LA

        Enter Delivery
        Data
                6.4.2
        L/UTM/LA

                        Reserve a Seat
                                6.4.4
                        L/UTM/LA

        Process Wait List
        (LMS Managed
        Course)
                6.4.3          Approve
        CM                     Registration
                               Request
                                       6.4.5
                               LA/UTM

                                        Learner Selects
                                        Product for
                                        Registration
                                                6.4.6
                                        LMS
```

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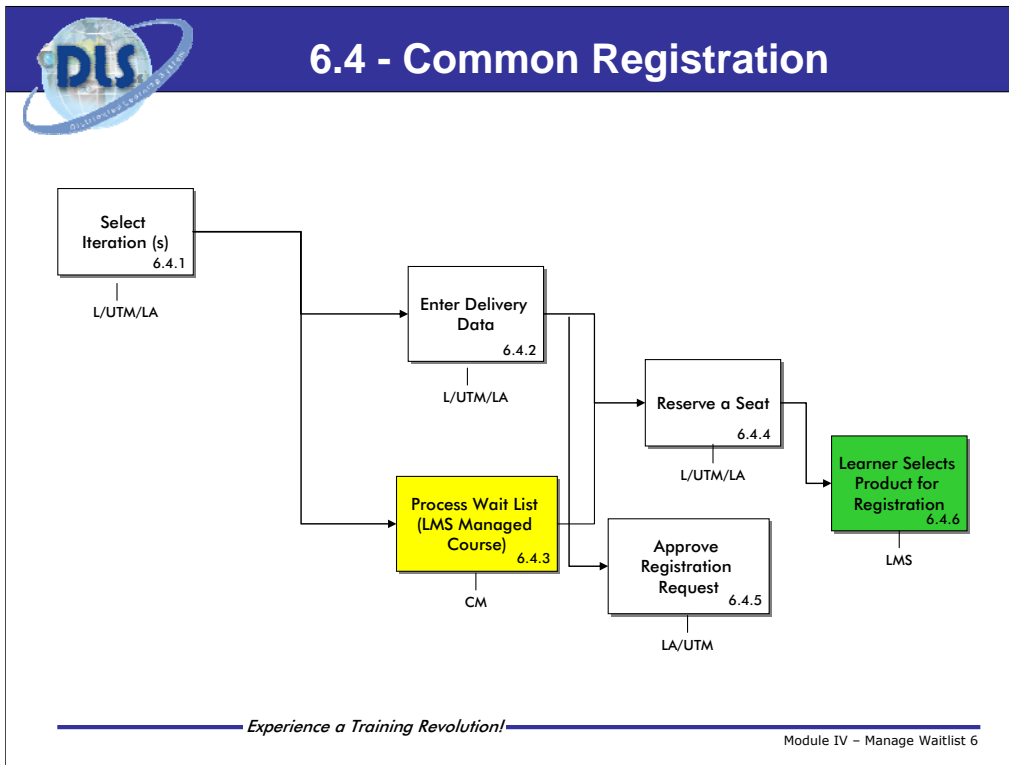
Process 6.3 covers the activities needed for a Learner to register himself or be registered by another in ATRRS for a particular Course offering. Those activities occur outside the ALMS. The ALMS only gets the results of that process, a name and related personal information against an ATRRS-managed Course. From that the ALMS populates Rosters at the Lesson level, name by name as they come in from ATRRS.

It is in Process 6.4 that the three methods of individual registration (Command, Self, and ATRRS) come together. If the selected training is a physical product to be shipped; address information needs to be supplied or updated. For Instructor-led offerings, a seat in the class must be held (the system does this automatically). Finally, the registration is recorded in the system and the individual's name appears on however many Rosters are associated with the Catalog item.

If the desired Course has a seating limitation, the Class Manager may be needed to determine actual enrollment, particularly when the registration requests exceed the established limit. This is the process of Waitlist Management.

Lastly, if the desired Course or Product requires approval from someone in the Learner's chain of command, the Training Approver comes into play. This individual is notified when a subordinate has requested training that has been designated as requiring approval. The Training Approver grants or denies the request and the LMS either proceeds with enrollment or notifies the Learner of the disapproval.

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Show Me Version

➲ "Class Manager Registration" Show Me

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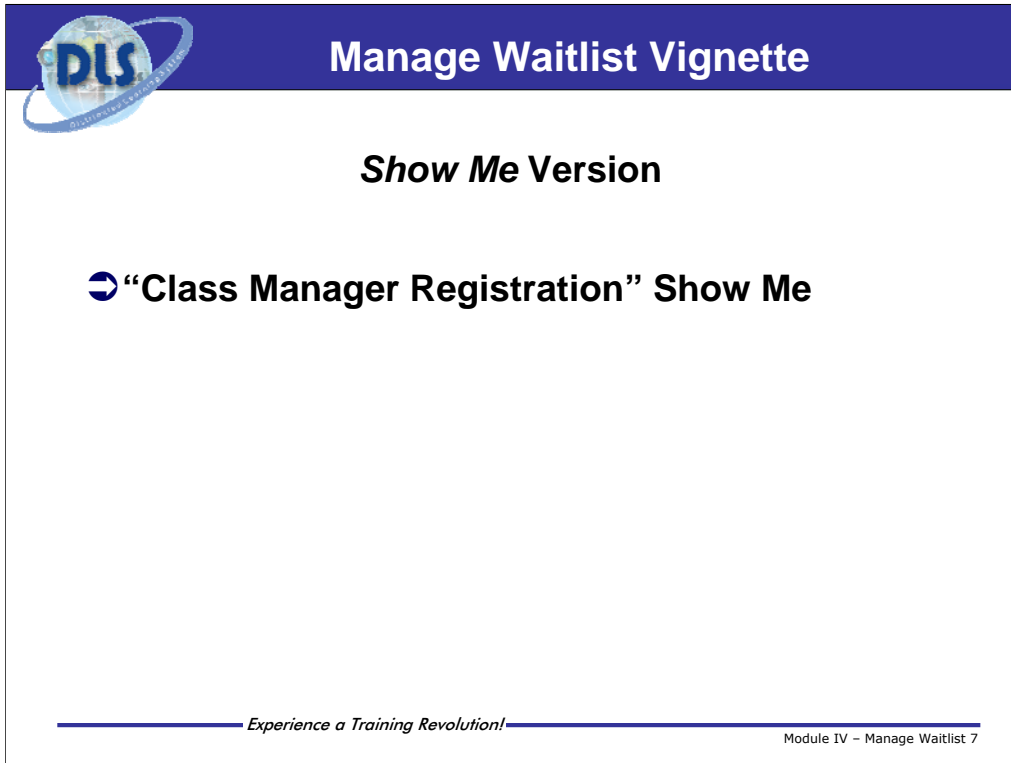
The ALMS vignette that provides step-by-step procedures for managing Waitlists is listed here.

This vignette demonstrates how to add or remove learners from Waitlists.

Take 5 Minutes and run the "Show Me " vignettes titled "Class Manager Registration".

Remember, to get to the vignettes, you click on "Help", select and click on "Course Manager" in the "My Roles" column. This will display all the vignettes associated with the Course Manager.

- ➲ **Class Managers manage waitlists.**
- ➲ **Waitlist parameters are established during the Lesson Template/Lesson creation or editing process.**
- ➲ **Moving Learners from waitlist to roster is a manual function (computer assisted).**

These are facts associated with Waitlist Management.

Building a Roster with Waitlists

ALMS Catalog

Registration requests

Class Size = 20
Waitlist = 5

Roster	Status
Learner 1	Open – Normal
Learner 20	
Learner 21	Open- Wait List
Learner 25	

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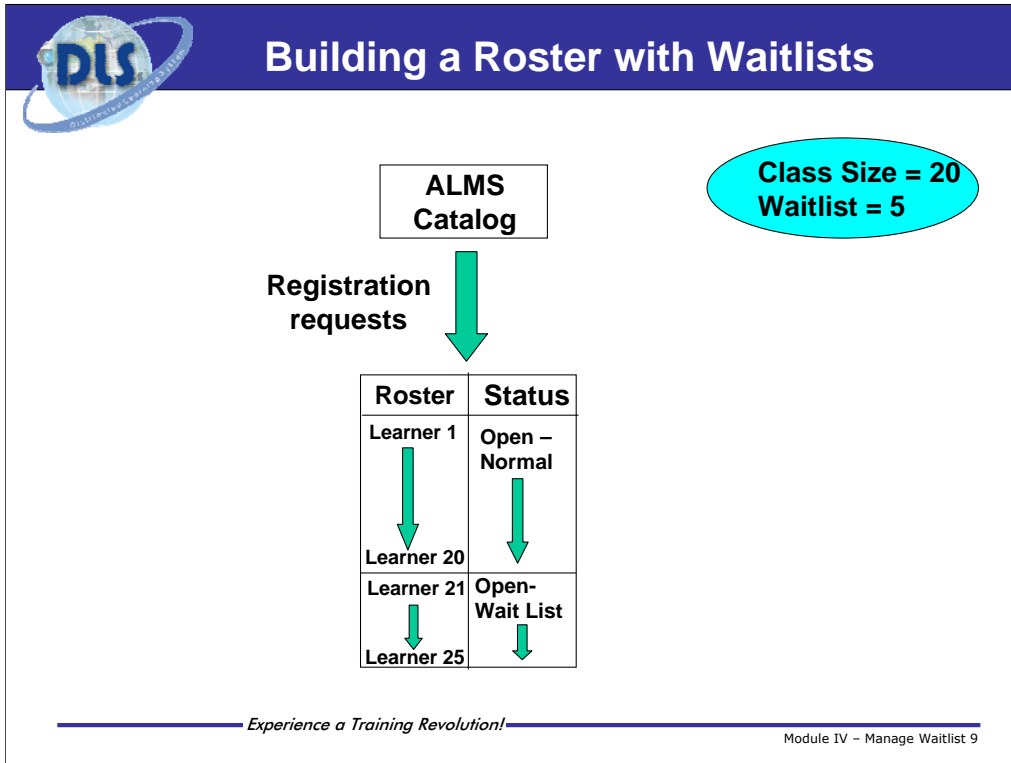
This diagram may help to illustrate how the Waitlist process works…

The roster is filled up with approved (if applicable) Learners on a first-come, first-served basis. When the roster (Class size) equals any size limitation placed on the Lesson, subsequent registration requests are accepted onto the roster, but their status will be shown as Open - Waitlist.

Remember that the Course and/or Class Managers may have established a maximum count for the Waitlist itself. If so, then all subsequent registration requests after the Waitlist ceiling has been reached will be rejected.

Waitlist Settings on Lesson Details Screen

Class Manager's Lesson Roster View

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Class Roster with Waitlisted Learners

Let Me Version

⮑ **Practical Exercise – Run the "Class Manager Registration" Let Me Vignette**

Take 10 minutes and do this short Practical Exercise.

What We've Learned:

➲ **Overview of 3 Types of Registration**
➲ **Waitlist Management Procedures**

Questions?

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During this lesson we've covered:

• **Overview of "Command" and "Self" Registrations**

And

• **Waitlist Management procedures**

What are your questions pertaining to Managing Waitlists in the ALMS?

Waitlist Management?

This concludes the lesson "Process 6.4 – "Waitlist Management".